



## Welcome to Washington State's GAU Managed Care Program

Now that you are approved for General Assistance Unemployable (GA-U) program, you will get your health care from Community Health Plan. Community Health Plan will help with your **medical and mental health** care needs.

Your managed care plan is the Community Health Plan (CHPG). Call them today at **1-800-440-1561** to pick a clinic and a doctor. If you are hearing or speech impaired, call TTY 1-866-816-2479 (toll free) or local 206-613-8875.

### **How do I select my CHP doctor?**

Call CHP at 1-800-440-1561 and they will help you find a CHP doctor. When you call CHP, you must tell them you **will be in managed care next month**. Tell your current doctor or clinic that you will be in CHP next month.

### **May I go to any doctor or hospital that I want once I am enrolled in CHP?**

No – Managed care means that you can only use certain doctors, medical providers, hospitals, and pharmacies. Call CHP at 1-800-440-1561 if you have medical services (like surgery) scheduled, prescriptions, or to find out more information.

### **Am I required to enroll with CHP?**

Yes, unless:

1. You are American Indian or Alaska Native. If you want to enroll in CHP call 1-800-562-3022.
2. You are in a nursing home when you are approved for GA-U.
3. You have comparable private insurance.
4. You aren't a U.S. citizen.

If you have a strong medical reason that a CHP doctor can't provide your care or you are in the middle of a treatment plan, you may ask for an "exemption." Call DSHS at 1-800-562-3022. Your doctor will have to verify your medical reasons for an exemption.

**To ask questions regarding your coverage, call CHP 1-800-440-1561.**

**The TTY/TDD line is 1-866-816-2479 for people who have difficulties with hearing or speech.**

Calls to these numbers are free, we'll be glad to help you!